LES NORIEL, CISSP

Greater Houston, TX – Open to Remote

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EXECUTIVE SUMMARY

Executive IT & Information Systems Director

An engaging Information Technology Executive leader specializing in applying information system solutions and their alignment with business processes through design, delivery, implementation, and support. Known for attention to detail, increasing operational efficiencies, continuity, productivity, data security, and regulatory compliance. Proven track record of enterprise experience across financial, manufacturing, education, and eCommerce.

Can add value to any organization by:

- **Aligning technology to business priorities to facilitate market competitiveness.**
- **Building best in class network infrastructure while ensuring Confidentiality, Integrity, and Availability.**
- **Exhibiting exceptional business acumen, ethics, and integrity to be trusted confidant to partners, stakeholders, and leaders.**
- **Understanding and commitment to meeting the needs of individuals from diverse academic, socioeconomic, cultural, ability, and ethnic backgrounds.**

Areas Of Expertise

Program Development | Compliance | Cybersecurity | Risk Management | Risk Assessment | Asset Management | Identity Management | Network Security | Security Operations | Service Management | Change Management | Network Operations | Incident Response | Process Optimization | Audit Remediation | Integrity | Multi-site Operations | SaaS | SOX | Agile | IT Operations | Continuous Improvement | Best Practices

PROFESSIONAL EXPERIENCE | KEY ACHIEVEMENTS

Long Beach Community College District, *Long Beach, CA*
Long Beach City College is a mid-size 2-year community college offering undergraduate, industry, and trade programs.

Director – Network Services   **Jan 2019 – Nov.2022**

Instructional and Information Technology Services (IITS) leader responsible for installing infrastructure (Networking and Servers) educational technology that hosts services, computer applications, data, and telecommunications for the college district.

- **Rapid deployment of Citrix Workplace when Pandemic restrictions required remote learning. The solution enabled computer labs, digital assets, and classroom resources to be presented securely online for over 22,000 affected staff and students**.
- **Designed and launched a district-wide initiative of Physical Access Controls District-wide which incorporated all facilities, parking garages, classrooms, and sporting facilities.** This initiative was part of a global initiative to build a security operations command center to manage video surveillance, physical access controls, emergency notifications, and public address.
- **Migrated Voice communications, email, integrated messaging from on-premises server hardware onto Office365, resulting in cost savings of approximately 15% on hardware and software for over 22,000 users.**

Fiserv, Inc., *West Hills, CA*
Fiserv Inc. delivers technology, systems, and services to the banking and financial industry.

Associate Vice President - Network Services   **Apr 2007 - Dec 2018**

Managed data center operations that provided banking solutions, desktop services, service desk operations, support, and coordinated change management.

- **Led the effort to consolidate six western region data centers into a Tier 1 datacenter located in Des Moines Iowa. Consolidation eliminated resource duplication, created uniformity and standards, and reduced operational costs**.

- **Initiated a data center virtualization program to optimize deployment and administration of network resources by converting 95% of existing hardware to virtualized assets reducing hardware costs and maintenance fees.**
- **Created a Patch Management and Remediation team charged with implements and maintaining 1600 servers to meet strict regulatory compliance standards.**
- **Developed Desktop Support division charged with desktop and laptop standards for Banking Solutions division in the western United States.** Created a hardware and software asset management program, consolidated licensing and vendor management, instigated hardware refresh campaigns, and consolidated support staff.

PSI - Psychological Services, Inc., *Burbank, CA*

PSI provides pre-employment selection and assessment, testing, consulting, and certification services for various trade organizations and state-level agencies.

Director – Information Systems   Apr 2003 - Apr 2007

Directed network operations, including procurement, budgeting, project management, business strategy, assets management, business continuity, and disaster recovery.

- **IT Project Manager for relocation of headquarters.**
- **Built a Modernized Nationwide call center in Las Vegas Nevada**
- **Built and maintained 116 test centers nationwide for State level testing and certification programs.**

SCAN Healthplan, *Long Beach, CA*

A Social Health Maintenance Organization (S-HMO) pilot program providing access to insurance, resources, and medical services for Medicare and Medicaid qualified seniors in Southern California.

Director of Operations - MIS   Jan 2002 - Dec 2003

Responsible for Information Systems management, client-server applications, Email and Messaging, Call Center, desktop and laptop support, and network operations.

- **Managed Technical Support teams and outsourced vendors to provide high quality Service Delivery to representatives in Southwestern United States.**

Early Career Roles: **PeopleLink, Inc. | Director of Network Operations; Sameday.com | Director of Networking; American Pacific State Bank | Vice President – Information Systems; Monier Innovative Roofscapes | Network Services Supervisor; Legal Aid Foundation of Los Angeles | Technical Services Coordinator.**

EDUCATION | INDUSTRY ACUMEN

BS - Bachelor of Science | Industrial Design | San Jose State University
AGS - Associate of General Studies | San Jose City College

Certifications: CISSP – Certified Information System Security Professional | (ISC)²
Ken Blanchard Situational Leadership II
ITIL Service Management

CORE COMPETENCIES

TECHNOLOGY: Microsoft Office Suite (Word, Excel, PowerPoint, Teams, Skype for Business), Hyper-V, Azure, Palo Alto, MS-SQL, Peoplesoft, Cisco, EMC, Unisys, Exchange, Mitel, SAP, Dell, Hewlett Packard, APC, SharePoint.

Professional & Leadership Skills: Access Management, Analysis, B2B, B2C, Banking Solutions, Budget Management, C-Level Decision Support, Cloud, Communications, Conversions, Cost Reduction, Customer Experience, Data Protection, Data Center, Data Flows, E-Commerce, Engagement Management, ERP, Helpdesk, HIPAA, Internal Controls, Process Improvement, Multimedia, Needs Assessment, Performance Improvement, Process Automation, Metrics KPIs, Platform Services, Policies, Procedures, Real-Time, Release Management, Reorganization, Research, RFPs, RFQs, Service Level Agreements, SLA, Startups, System Architecture, Support Tools, Strategic Growth, Technology Strategies, Incident Response, Audit, Remediation, Service Delivery, Risk Assessment.